MONITOR ISM™ V4.2
LCD Keypad
User's Guide

VEREX

Contents

About This Guide

This guide provides details on performing various tasks in a MONITOR ISM™ system using an LCD keypad.

Firmware Revisions: This manual can be used with panel firmware **V2.x** and **V3.x**, but be aware that:

- **+** Support for controlled elevators and floors pertains to panels with **V3** firmware and newer.
- **+** Support for 9-digit card ID/No. and card version numbers pertains to panel firmware ≥ **V3.20**, and door and elevator (lift) controller firmware ≥ **V1.5**.

To locate a desired topic, refer to the table of contents (near the front of this guide), or the Index (near the back of this guide).

Tip: The bottom of each odd-numbered page also gives an indication as to your general position within this guide.

Also See (Related Documents)

For details on using the MONITOR ISM™ Director software, refer to the on-line help or User's Guide provided with the software.

For details on installing components, refer to the installation sheet provided with each specific device.

For details on setting up a new system, and performing other technical tasks, refer to your system commissioning reference manual.

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Disclaimer

In the interests of ongoing improvement in quality and design, we reserve the right to change product specifications without prior notification. All software, firmware, drawings, diagrams, specifications, catalogues, literature, manuals and other materials relating to the design, use, and service of related products shall constitute the proprietary information of the manufacturer.

Industry Canada Notice of Limitations

Notice: The Industry Canada Label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements documents(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. The precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Ringer Equivalence Number (REN): The REN assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

The REN for the MONITOR ISM is: 0.1

FCC Class A Digital Device Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Warning: Changes or Modifications not expressly approved by CSG Security Inc. could void the user's authority to operate the equipment.

Customer Instructions pertaining to FCC Regulations

This equipment complies with Part 68 of the FCC rules. On the casing of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

This equipment is designed to be connected to the telephone network or premises wiring using a hard wired connection that does NOT rely on a modular jack. If a modular jack is installed, it is the responsibility of the installing company to ensure that the jack and/or plug comply with FCC Part 68 requirements. Applicable Jack USOC: RJ-11 (Dependent on type of equipment, i.e. Standard modem, Digital TE, Tie-Trunk)

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of REN's should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total REN's, contact the local telephone company.

If the terminal equipment (MONITOR ISM) causes harm to the telephone network, the telephone company will notify you in advance that temporary dis-continuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a compliant with the FCC if you believe it is necessary.

The Telephone Company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment (MONITOR ISM™), please contact the installing company for repair or warranty information.

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts which may be repaired by the customer. All repairs must be performed by an authorized dealer representative.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.)

UL Listed Systems

For UL-listed systems, weekly testing of the bell/siren is required.

For details, refer to "Testing Sirens (System Test)" (in the Admin. section).

As well, users should be cautioned against giving out their entry codes (ID and PIN). Where someone requires casual access to the system (cleaner, baby-sitter, etc.), a new user record should be set up with appropriate authorities.

To set up a new user, refer to "Adding a New User".

The following features have not been tested for UL certification. Features pertaining to:

+ A wireless (handheld) keypad;
+ Communications with the MONITOR ISM Director software;

As of this writing, UL and ULC testing is pending on elevator controllers, Suite Security LED keypads and related features.

Welcome

Introduction to Security Management

General Concepts

Seamlessly Integrated Security

MONITOR ISM™ systems provide a seamless integration between managing system security and controlling personnel access at the facility. This provides assurance that unauthorized access will be detected for immediate attention, while allowing authorized persons to enter at their designated doors and times without triggering an alarm.

Feature-Rich Security

The monitoring of doors, windows, and areas within the facility can be uniquely customized to meet even the most stringent requirements for a wide array of applications and situations. The interweaving of characteristics for 'areas' and individual devices, in conjunction with authority assignments for groups of persons provides a feature-rich environment for monitoring activity, maintaining security, and managing personnel.

Access Control (Who can go Where and When)

In its simplest sense, access control is the management of **WHO** can go **WHERE** and **WHEN**. With the addition of door-control modules, user-access can be controlled throughout a facility as desired.

Persons authorized to enter the facility are (typically) given an access card or token, which will allow access only to specific doors at applicable times as per the person's assigned authority profile. Each reader may require entry of a PIN, and/or the presence of an assigned escort (escort mode) or any second valid user (dual custody) before the door will unlock.

Doors can also be set to unlock and re-lock or change operating characteristics automatically at desired times. Area characteristics can also be automated based on a desired schedule, and area(s) can be set to disarm automatically whenever specific persons are granted entry.

Activity Monitoring and Signalling

Activity that occurs at each site can be viewed through the MONITOR ISM Director software, and can also be transmitted to a Central Monitoring Station.

How sensors are monitored--and events signalled, is based on the settings for the specific device and its associated "area", in conjunction with the arming level that is presently in effect for each specific area.

Panels with non-shared dial-up connections (or **IP** if ≥v3.3) can be set to automatically dial-in and transfer alarms, or blocks of activity messages to a Director PC. Alarms and events are also transmitted when a connection is made with the specific panel(s)—either manually, or at scheduled times.

Centrally Monitored Systems

Centrally-monitored systems are connected to a 24-hour ULC listed Monitoring Station through telephone lines (dial-up), or through an IP connection (SIP Reporting). When the control panel detects an intrusion, fire, panic or other alarm, it automatically signals the monitoring facility. Emergency response operators will notify the appropriate local authorities in the area. Where by-laws require, alarms will be verified first.

A local alarm on your premises may not be enough to scare away some intruders, so most agree that a monitored system is a required deterrent. As well, only a centrally monitored system can provide this extra measure of protection in the event of fire and other emergencies.

Messages are transmitted to a monitoring station via the 'Bell 103' (300 baud) modem support built into each main panel, and/or an IP connection (Security Internet Protocol Reporting)

SIP Reporting is supported beginning with **v3.30** Director software **and** panel firmware.

Guard Tours

Through the MONITOR ISM™ Director software, the routes taken by Guards can be initially set up, and then monitored for a specific user (guard) at any time. Each 'tour'

will consist of chosen access-controlled doors, plus additional guard tour stations (check-points) that my be key-switches, or other types of input points—along with the acceptable time for the guard to arrive at each location.

Reporting

No security management system would be complete without the ability to generate reports. The MONITOR ISM Director software provides an extensive list of customizable reporting features, including various Time and Attendance reports, Guard-Tour reports, activity reporting (including **Who** went **Where** and **When**), plus printouts of the users and configured settings for a specific account. These reports can be viewed and/or printed, and many can be saved as a text file, or archived in a viewable format.

Paging

The paging feature of the MONITOR ISM system allows the triggering of certain outputs (up to 12 separate outputs per panel) to automatically send a message to a numeric pager, letting the wearer know that a certain event has occurred (e.g., forced entry, SNAPP failure, fire, etc.). The specific events to be notified though the pager can be customized as desired through the programmable outputs configuration.

Device Control

Items can be controlled both by an authorized user at an alarm keypad, and by an operator using the MONITOR ISM Director software. Some examples include bypassing sensors, arming and disarming areas, and unlocking or re-locking doors, or changing the operating characteristics for doors (by 'area', or for individual doors). Actions can also be scheduled to occur automatically at desired times, or when a specific event occurs (such as when an area is disarmed, or when a fire alarm occurs, etc.).

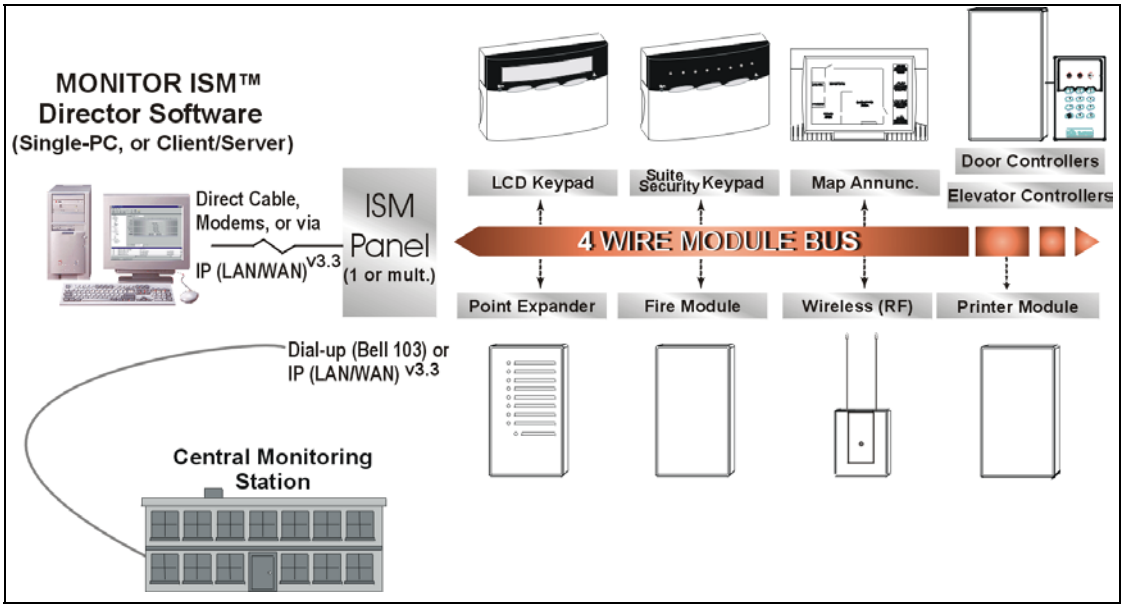
Special-Use Features

A number of features are provided for special applications, including:

- Suite Security Support: Depending on software licensing, up to 60 suite security keypads with LED display are supported per system panel, with 8 users supported per suite.
- Multiple-Tenant Support: User authorities can be limited to working with a specific range of users and user authorities. This allows a multi-tenant facility (such as a row of shops) to be managed through a single system.
- High-Security Areas and Vault Auto-Arming: Areas can be 'interlocked' so only one of them can be disarmed at a time. Vault/safe areas can be auto-armed when an attendant closes the door.
- Door Interlock: Doors can be set to disallow user access until up to 3 other specific doors have been closed (and re-locked) for a specific period of time. This allows limiting the number of persons who can enter in close proximity, and/or the speed at which persons can enter a specific area.
- Master Override: A security officer can be given the authority to enter doors that would normally deny access (cards locked out, wrong time, etc.).

  Exceptions: Master override does not affect 'dual custody', card/PIN mode, or door 'interlock' issues.
- Panic Token: Wireless (RF) panic tokens allow for locally or centrally-monitored personal protection.
- Wandering Patient Control: Patients can be equipped with 'smart' wristbands, allowing their presence to be detected as they approach exterior doors, or other locations that may be of concern. An alarm can be triggered, and the door can optionally lock as the patient approaches. Specific staff members can be given the authority to cancel the alarm by presenting their token at the specific door.
- Special Types of Input-Points: In addition to allowing input-point monitoring to be fully customized as desired, custom input-point types can be set up to allow monitoring garage door sensors, vault/safe inputs, arm/disarm keyswitches, Guard-Tour station inputs, and work-late buttons.

System Components and Software



System Software and Licensing

The MONITOR ISM™ Director Software

The MONITOR ISM Director software provides a familiar Windows interface supporting these easy-to use features:

- An authorized technician (service user) can configure all aspects of the system;
- Authorized admin. persons have the ability to easily manage personnel, monitor activity, and perform typical maintenance tasks.
- Customizable access to specific status and control features provides up-to-the-minute status and manual-control ability on an area-by-area basis, or for individual doors or sensors (input points).
- The software can be run on a single-PC, or across multiple PCs in a client-server arrangement.

MONITOR ISM Director is compatible with MONITOR ISM alarm systems—which in turn support many types of system modules and related hardware.

The MONITOR ISM Director software (and the on-line help) run under Windows9x/Me and Windows 2000/NT.

Software versus Panel Firmware Revisions: Monitor ISM Director software ≥V3.20 is compatible with panel firmware v2.0 and higher. Software V3.0x and older is compatible only with firmware of the same basic revision level as the software.

Customizable Desktop

The MONITOR ISM™ Director interface can be set as desired by each individual operator. This includes whether they prefer the MyTools bar, or the Tree window, plus the sizing of the desktop sections, and other settings. (The MyTools bar can also be totally customized as to the items it contains, what each item is called, and the order (sequence) of the items.)

As well, the desktop will show only the features and items that are available to each specific operator (as per their assigned permissions).

Dual-Language Framework

The MONITOR ISM system provides a framework for dual-language support, allowing for dual-language installations, as new language-versions of the software and panels become available.

Once installed in the desired languages (subject to availability), operators and users can be set as to their preferred language—allowing all operator screens, on-line help, and/or LCD-keypad screens to appear in the appropriate language for the person who is presently logged in.

Single-language localized versions of the software may also become available to allow for languages that cannot be supported concurrently with other character-sets.

Software Licensing and Activation Key

System capacities and types of expansion / application modules supported depends on the software version and licensing, which is managed through the 'activation key' on the parallel port of the server (or only) PC.

Software Demonstration Mode: If the activation key is not installed on the PC's parallel port (server PC if client-server), these features will be disabled:

+ Panel-to-PC communications (plus all related features);
+ Client-server operation.

For details on using the Monitor ISM Director software, refer to the on-line help or User's Guide for the software.

Some of the capacities that follow also require additional panel memory to be installed. System upgrades may involve a combination of upgrading software, hardware, and/or licensing (refer to the instructions provide with the upgrade kit).

Software Versions and Basic Capacities

Enterprise Version:

- Multiple accounts, with multiple panels; (additional panels allow for additional areas / sensors, doors, outputs, etc.)
- Full client/server support;
- Support for up to 60 Suite Security units;
- 32 access-controlled doors per panel (with 1 or 2 readers per door);
- Up to 32 access-controlled elevator cabs per panel (shared with the door capacity--max. 32 total);
- 124 unique floors (in a single building or multiple buildings);
- Up to 1000 authority profiles for users;
- Up to 64000 users / cardholders.

Prime Version:

- One Account, with one system panel;
- Single PC (no client/server support);
- No suite security or elevator support;
- 16 Door capacity (1 or 2 readers per door);
- 100 authority profiles for users;
- 1000 users / cardholders.

The lists above show only the items that are **different** between the two system versions. For a full list of the items supported, refer to either the system commissioning reference guide, or the user's guide or on-line help for the MONITOR ISM Director software.

Systems set for capacities higher than as shown under "Prime" (above) can be configured **only** through the MONITOR ISM Director software.

Overview of Tasks

(What can be Done from Where)

Adjusting the 'Closing' Time (Work-late) for an Active Schedule

The 'closing' time for a schedule can be adjusted:

- By an authorized operator using the MONITOR ISM Director software.
- By an authorized user/entrant at a system LCD keypad;
- By an authorized user/entrant at an 'arming station' enhanced reader;
- By pressing a 'worklate' button (inside the controlled-access facility);

Work-late buttons are set up as custom input-point types.

Arming / Disarming Areas

The arming and disarming of a system and/or individual areas can be:

- Linked to an Event--such as when an exit door closes (Area settings), or when an authorized person is granted access (Authority settings);
- Set to occur automatically at specific times (Schedules and Area settings);
- Performed through the MONITOR ISM Director software—by an authorized operator;
- Performed by an authorized user/entrant at an 'arming station' enhanced reader;
- Performed locally through a system LCD keypad by an authorized user (similarly, a suite unit can be armed and disarmed through a 'Suite Security' LED keypad).
- Performed using a custom "arm/disarm keyswitch" input-point.

Cardholder Administration

The administration of users/cardholders can be done:

- Through this MONITOR ISM Director Software (via modems or direct-connect);
- Locally through a system keypad (with 2-line LCD display).

System Configuration

System/panel configuration can be done:

- By an authorized operator (with "Configuration" permissions) through this MONITOR ISM Director Software;
- Locally through an alarm system's keypad module (by an authorized technician).

System configuration through the MONITOR ISM Director software is supported through a direct-cable-connection or a dial-up (modem) connection to associated panel(s). All system configuration requires knowledge of the 'Service PIN'.

Local user admin. (via keypad) is supported in all systems, while local system configuration is supported only in single panel systems set to "**Memory Model**" 1, 2, 3, or 4. **Exception:** Keypad programming is supported in all systems for any 'application' modules that require this due to custom settings stored only at the module itself (Printer, RF Wireless modules).

Avoiding False Alarms

No matter how full-featured, and reliable a security system is, a number of steps **must** be taken to absolutely minimize the likelihood of false alarms occurring. These include:

1) Ensuring the system's configuration accurately reflects the requirements at the site (regarding the working times and movement of personnel during a typical workweek, etc.).

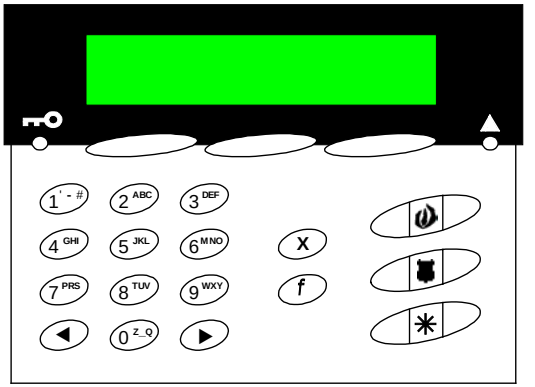
2) Knowing how the police and fire departments handle false alarms, and ensuring appropriate procedures have been set up with the monitoring station. For example, identifying the types of alarms where an off-site security or maintenance person is to be called either first, or instead of the police.

3) Ensuring all authorized persons know "where they can go and when", and have received appropriate training on the system. For example, how to disarm the area, adjust the 'work late' time, and perform other basic tasks through an LCD keypad.

Tip: To greatly minimize false alarms pertaining to personnel entering an armed area, the system will:

- Allow persons to enter only if they have the authority to disarm the applicable area, **or**:
- Disarm the area automatically when the person is granted entry (optional / if set for this).

The MONITOR ISM™ LCD Keypad



The MONITOR ISM LCD keypad provides an integrated 2-line display and multi-function backlit keypad. (The keypad is hidden behind a hinged access cover.)

What You can do with the LCD Keypad

MONITOR ISM™ LCD keypads provide a convenient local interface that allows:

- Arming and disarming the system;
- Checking status of items;
- Controlling / commanding items;
- Performing administrative tasks;
- Performing the initial system set-up.

Note: Initial set up is performed by an authorized technician as described in the "MONITOR ISM Commissioning Reference Guide".

Keypad Display and Buttons

The display is your 'window' into the MONITOR ISM system.

```
Welcome
Enter ID: _ _ _
```

When you enter your user ID and/or PIN, you will be given access to all menus and features as assigned through your user authorities.

Buttons under the Display

The buttons directly under the display allow selecting associated items on the display (i.e., the item indicated above each button).

Like the rest of the keypad, these buttons are backlit for use in poor lighting conditions.

The Numeric Keypad

The main keypad (in the bottom-left portion of the unit) provides a convenient way to enter numbers, and letters as well (when applicable).

This keypad is fully backlit for use in poor lighting conditions.

The × Key

This is the "escape" key, which allows you to return to a previous screen, or exit from a menu altogether (i.e., log out).

The ◄ and ► Keys

These keys allow selecting different items and topics. When available, the ◄ and/or ► symbol will appear on-screen.

Emergency Keys and Programmed Function Keys

Pressing a number and the *f* key at the same time will perform the action as programmed for that key-sequence. The emergency keys on the right-hand side of the keypad each transmit a specific emergency message (to the central monitoring station).

For more information on the emergency keys, refer to "Using the Emergency Keys" in the "Alarms…" chapter.

For details on the programmable function keys, refer to "Using the Function Keys" in the "Status & Control" chapter.

Common Tasks

Entering at an Access-Controlled Door

Area Setting	Reader/Door Mode			
	Locked & Card Only	**Locked & Card+PIN**	**Locked & Card or UID/PIN**	**Locked & UID/PIN Only**
Disarmed (Off)	Present card, open the door	Present card, enter PIN open the door	Present card or enter user no., enter PIN open the door	Enter UID+PIN (or PIN only), open the door
Armed & 'Auto Disarm on Valid Token'	Present card, open the door	Present card, enter PIN open the door	Present card or enter user no., enter PIN open the door	Enter UID+PIN (or PIN only), open the door
Armed & 'PIN-Only' or 'ID+PIN'	Present card, open the door. Then log into panel and disarm it.	Present card, enter PIN open door. Then log into the panel & disarm it.	Present card or enter user no., enter PIN open door. Then log into the panel & disarm it.	Enter UID+PIN (or PIN only), open the door. Then log into panel and disarm it.
Armed & Dual Custody	Present card, open the door. Then login with two user PINs (or ID+PIN), & disarm area.	Present card, enter PIN open door. Then login with two user PINs (or ID+PIN), & disarm area.	Present card or enter user no., enter PIN open door. Then login with two user PINs (or ID+PIN), & disarm area.	Enter UID+PIN (or PIN only), open the door. Then login with two user PINs (or ID+PIN), & disarm area.

If the door is unlocked, access is not controlled (simply open the door to enter the area). Conversely, if the door is locked, and all cards are presently 'locked out', users will be unable to enter.

To enter at a controlled door and disarm the area, an entry delay must be in effect. As well, only the users with authority to both enter the door at this time AND disarm the area will be granted entry.

The 'ID + PIN' or 'PIN Only' login requirement is determined by the "Memory Model" as set by the service technician (via **S002:0**). Dual Custody (and Escort mode) is supported at individual readers as well.

Using an Arming Station: Additional features and entry options are provided through an arming station. These units are essentially a proximity reader with keypad, plus additional status indicators and features. For details on using an arming station, please refer to "Arming Station Reference" near the back of this guide.

To Enter using a Door-Opener Button: Use your access card and/or PIN to unlock the door (and activate the button). Then, simply press and release the door-opener button. Once inside the area, 'log' in at an LCD keypad, and disarm the area if required (i.e., if NOT set for "Auto-Disarm on Valid Token").

To Exit Using an RTE Button: Simply press and briefly hold the request-to-exit (**RTE**) button.

If you Hold the Door Open: If the door is held open for 'too long', a 'Door Held Open' message will be logged.

A person holding a door open, or indicating that they are being forced to enter may also trigger an alarm (depending on the monitoring settings for the specific door).

If You Are Being Forced to Enter

A duress (panic) alarm is triggered when you enter your PIN with the last two digits reversed. (This can be done at reader keypads, system LCD keypads, and Suite Security LED keypads.)

Normal PIN Example: 1 2 **3 4**

If being forced to Enter: 1 2 **4 3**

This feature will be available unless it was disabled by your service technician when the system was initially set up.

Logging Into the Keypad (User ID and/or PIN)

"Logging In" provides you with access to the features of the LCD keypad. To log in:

Open the keypad cover, and key in your user ID number and/or PIN number as indicated on the display

```
Welcome
Enter ID: _ _ _
```

```
Your Name
Enter PIN: _ _ _ _
```

When finished viewing or entering items, you can use the × key to exit (press multiple times as needed--until the "login" screen appears). **Tip:** You will also be logged out automatically if you do not press any keys for approximately one (1) minute.

Overview of Screens (Topics)

When logged in, you will see only the topics that you have the authority to use. Some or all of the following topics will be available:

Selecting a Topic: Press the "►" key until your desired topic appears on-screen. Then press the key directly under your topic to select it.

Off // Stay // On: The first screen that you'll see allows you to arm or disarm the area(s) as desired, or to access other topics.

```
Push ► for Menus
      ↓Stay  ↓On
```

Only two of arm/disarm selections will appear at a time—depending on the present arming-state of the area(s).

Status / View Status: This allows checking the status of various items in the system, or commanding items into different states.

Additional status screens (Comms, Modem, and Licns) are accessible by a service technician (i.e., service login). These pertain to service issues which are not pertinent to this guide.

Bypass: This allows bypassing faulty sensor(s) so the system ignores them, and/or to allow arming the system.

History / View History: This allows viewing a record of the tasks that users have performed (disarm areas, bypass sensors, etc.)

PIN: This allows the person who is logged in to change their password.

Users: This allows adding or deleting 'users' from the system, or viewing or editing settings for specific users.

A "User" is a person who has the authority to login to system keypads, and/or to gain entry at access-controlled doors.

Test: This allows testing different aspects of the system.

Config: This allows a service user (person with the service login ID and PIN) to set up a new system, add devices to an existing system, and/or view or change operational settings for various items in the system.

Time: This allows changing the time and/or date for a system panel.

Verify: This allows a person to prove they are present. This lets a monitoring facility know that you are present after accidentally tripping a sensor, and/or silencing a false alarm.

Schdule: This allows extending the scheduled closing time for an area (the "work-late" feature), or suspending a schedule altogether.

Keypad Entry Basics

Use the buttons directly under the display to select items indicated on-screen.

The ◄ and ► buttons allow you to view additional topics--when available.
("◄" and/or "►" will appear on the display to indicate these keys can be used).

Use the × key when finished with your present menu / topic.

Entering Letters (e.g., for a user's name)

The numeric keypad allows entering numbers--and letters as well--for items that support this.

When required, press the specific key multiple times until the desired letter appears:

Pressing "2" multiple times yields: **2 A B C**.

Pressing "3" multiple times yields: **3 D E F**

...etc. (look for the letters on each key).

Tip: The "_" on the 0 key (zero) represents a space.

Alarms, Arming and Disarming

Alarm Monitoring Features

Depending on how the system is set up, specific alarms may be indicated by any of the following items:

- An alarm message will appear on specific keypad(s);
- Keypad 'sonalerts' (beepers) may sound;
- A local siren may be triggered;
- An alarm message may be transmitted to a central monitoring facility (and/or to a management PC running the MONITOR ISM Director software);
- A programmable "output" may be triggered (this can cause a horn to sound, or perform any other type of automated 'switching' function);
- A numeric pager may be called to let the wearer know that a specific type of alarm has occurred.

These actions can be fully customized for each type of event--for each arming level that the system can be in at a given time (Off, Stay / Perimeter, or fully ON).

Audible Keypad Tones

Visual indications (lights and LCD menu prompts) are complemented by audible tones. These are as follows:

When Arming and Disarming

Slow intermittent beep (approx. @ 1 second intervals).

Entry and Exit Delay Tones (last 15 seconds)

Quick intermittent beep (approx. @ 1/2 second intervals).

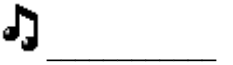
Error and Warning Tones

These tones are heard upon errors in keypad entry, selection of wrong PIN numbers and to indicate that there was an alarm (upon entry) during the last armed period.

Very fast beep.

Trouble

This tone is heard when the system has a problem (e.g. cut phone line) or the system goes into alarm.



Steady continuous tone.

Fire Alarm

A repeating pattern with 0.5 seconds on, 0.5 seconds off. After 3 beeps (on), there is a 1.5 second delay, and then the cycle repeats.

Confirmation of PIN/ID & PIN Entry

Single short beep

Chime

When the chime feature is turned on and a door is opened.

Three short low level beeps.

Sirens

Conventional Siren
Fire Alarm: Intermittent Tone (see previous details).
Burglar Alarm: Steady Tone.

Voice Siren (optional)
Fire Alarm: Steady tone, followed by optional voice Fire Alarm Message. (e.g. FIRE, FIRE ... Leave Immediately)
Burglar Alarm: Intermittent tone, followed by optional voice Burglar Alarm Message. (e.g. Intrusion, Intrusion ... The police have been called, leave immediately).

Dealing with Alarms (what to do if the keypad is beeping)

If an alarm occurs, you must first decide if it is a valid alarm (break-in, battery failure, etc.), or a false alarm. If a valid alarm occurs, be sure to notify the appropriate persons, and/or take steps to either deal with the item yourself--if appropriate, or get yourself and others out of harm's way.

Silencing a False Alarm

An authorized user can **Cancel** a false alarm, disarm the system and inform the monitoring station not to dispatch the respective emergency service.

This feature may not be available in all areas. Consult your local security representative for more information.

The ability to clear alarms requires "Service Test" authority.

The following steps assume that you have accidentally triggered a false alarm. If an alarm has been generated, the LCD display will show the alarm, and the keypad 'sonalert' may also be emitting a steady tone.

Steps:

Enter your user ID and/or password to log into the keypad.

```
!! In Alarm !!
Enter ID: _ _ _
```

Select **Yes** to silence the alarm.

```
Silence System?
↓Yes  ↓No  View↓
```

Select **Yes** again to verify who you are.

```
Verify User?
↓Yes  ↓No
```

Enter your PIN when prompted. This will signal the monitoring facility that you wish to cancel the false alarm.

```
To Verify User
Enter PIN: _ _ _ _
```

To disarm area(s), select "**Off**".

```
Push ► for menus
↓Off  ↓Stay
```

Select **Yes** to turn all areas off.

```
All Areas Off?
↓Yes  ↓No
```

If there was a false alarm, the following screen will appear.

```
Area XX
Had an Alarm
```

Select **Ack** to acknowledge the alarm and disarm the system.

```
xxx:  Sensor Name
Status          ↓Ack
```

XXX: refers to the number for the monitored sensor (input point) that was in alarm.

Press this key to perform another function.

```
Disarming...
↓Next Function
```

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

The entry tones will now stop sounding and the selected areas are now fully disarmed.

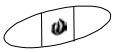
The Verify option must be selected within 1 minute of the false alarm being generated, for the station to acknowledge the signal.

Using the Emergency Keys

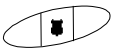
There are three emergency keys that will activate an emergency alarm. This will be transmitted to the monitoring facility, and may also trigger a local alarm, activate a programmable output, and/or trigger a numeric pager (depending on how the system is set up).

To transmit an emergency alarm, press the button on **both sides** of the specific symbol at the same time.

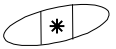
Emergency Keys



Fire



Panic/Police Alarm



Emergency (Non medical)

Emergency keys are available only if programmed by your security representative.

Worklate: Extending the Scheduled Closing Time

In its simplest sense, a **Schedule** defines business hours versus after-hours for the system. If the scheduled closing time is approaching, and you wish to remain in the area, you can extend the 'closing' time.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Press the ► key until you see "Schdule". Then select **Schdule**.

```
Menu Options ◄ ►
↓Verify ↓Schdule
```

3. Select **Schd** to change the Schedule for the selected area (e.g. Office) or select **Next Area** to select a different area.

```
AreaName.....Off
↓Schd  ↓Next Area
```

4. Select **WorkLate** to change the closing time for your selected area.

```
Close by 09:30Mo
↓Worklate  Susp↓
```

5. Select "**+**" or "**-**" to adjust the closing time as desired.

```
..Until     17:30
↓Ok      ↓+ Adj -↓
```

The "+" and"-" (Adj) keys adjust the closing time by increments of 30 minutes.

6. Once the scheduled closing time is correct, select **Ok**.

```
..Until     17:30
↓Ok      ↓+ Adj -↓
```

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

An authorized user may only change the WorkLate Schedule for the current day. 15 minutes before a Schedule ends, the system will chime indicating that a scheduled closing is in effect. At this stage, an authorized user may change the WorkLate time to prevent the system from arming until a specified time.

Suspending Schedules for an Area or Areas

A schedule can be blocked altogether if you do not want a scheduled closing to occur.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Press the ► key until you see "Schedule". Then press the key under "Schedule" to select it.

```
Menu Options ◄ ►
↓Verify ↓Schdule
```

3. Select **Schd** to suspend the Schedule for the selected area (e.g. Office) or select **Next Area** to select a different area.

```
Area.........Off
↓Schd  ↓Next Area
```

4. Select **Susp** to suspend the Schedule for the selected area.

```
Close by 09:30Mo
↓Worklate  Susp↓
```

5. Select **Ok** to suspend the schedule and return to the main screen. Select **Resume** to reinstate the schedule.

```
Suspended
↓Ok  Resume↓
```

To return to the main screen (log out), press the (**×**) key a few times, or let the system time-out (1 minute).

A Schedule will remain suspended indefinitely until you select Resume.

Arming/Disarming or Viewing the Present Arming-Level

With the appropriate authority, you can arm and disarm the system, or specific area(s) using an LCD keypad.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Select the key for your desired arming-level.

```
Push ► for menus
      ↓Stay  ↓On
```

If all areas are currently OFF, only STAY and ON are shown. If STAY is not an authorized function, only ON will be shown.

The "Stay" arming-level pertains to the perimeter sensors being monitored, but not the interior ones. This is typically used when someone is inside the facility or area.

Select **No** to choose an Area to view or change (or **Yes** for all areas).

```
All Areas ON?
↓Yes  ↓No
```

Press the left-most button to set the arming-level. Select **Nxt** to choose a different area, or select **Done** to exit.

```
AreaName.....Off
↓On  ↓Nxt  Done↓
```

Select **OK** to confirm. (**Review** allows you to change your mind.)

```
Area(s) to....ON
↓OK   ↓Review
```

If points are currently bypassed, in tamper, in alarm, or not Ok, the following screen will appear when you are attempting to arm an area (to Stay or ON).

Select **Ok?** to arm the system, or **View** to list points that are currently not Ok.

```
Pts in Bypass!
↓Ok?   ↓View
```

Selecting OK will arm the system with point(s) not secure.

Select **View** to view points that are currently bypassed or not Ok. At this time the system will indicate points that are not OK and force you to either bypass or secure these points in order to arm the system.

```
Points not Ok!
↓View
```

Select the desired topic:

```
AreaName.....Off
↓Pts  ↓Next  All↓
```

- **Pts:** Bypassable points (sensors) in the displayed area;
- **Next:** Show the next area;
- **All:** All bypassable points regardless of area.

When a point/sensor is displayed, you'll have these options:

```
xxx:  Sensor Name
Status ↓Bypass  ↓?
```

- "►": Press this key to scan through the sensors (points) in the system (or the selected area);
- **Bypass:** Select this to have the system ignore (bypass) the selected sensor.
- "▪" / "**?**": "▪" shows the area for the point. "**?**" jumps to the next point that is not OK.

Once all points have been bypassed or secured, the system will automatically arm.

```
Arming...Bypass
↓Next Function
```

After arming (On), leave immediately by the designated exit route!

```
Area(s) arming
Please Leave
```

The tone you will hear is a reminder for you to quickly leave the area or premises. During the last 15 seconds this intermittent tone will become more rapid. The exit tones will now stop sounding and the selected areas are now fully armed.

UK System Operation

The following is required to ensure conformity with the ACPO, DD243:2002 Standard.

If after disarming this screen displays…

```
Confirmed Alarm!
Enter ID: _ _ _
```

the system has had a Confirmed Alarm and the following procedure must be done:

Resetting Confirmed Alarms

Once a confirmed alarm occurs at a site, the user will be able to disarm and silence the system. The confirmed alarm strobe display, if it is part of the system's equipment, will also turn off. However, arming will be blocked until reset by an Engineer during a service call in the following manner:

1. The main panel cabinet must be opened to activate the 'tamper sensor'
2. The system will generate a tamper alarm; the authorized user must first silence this.
3. Next, the Service user ID and Pin must be entered followed by the ID and Pin of the authorized user.
4. Select "Reset Confirmed Alarm".
5. Close the main panel cabinet to secure the tamper sensor.

If there is an attempt made to arm the system and this reset procedure has not been done, this screen will appear momentarily…

```
!! Cannot Arm !!
Confirmed Alarm!
```

External Arming Button

When attempting to arm the system and exiting the protected area the "external arming button" must be pressed. Failure to do so will result in a "Failed to Exit" condition. The protection will disarm at the end of the arming delay and a failed to exit report will be logged in the system's History log.

UK and European System Operation

Restoring Tampers

Once a tamper condition occurs it will be logged in the system's History log. Any authorized users can silence tampers however; the following system message will scroll on the LCD display to indicate that a

```
Was in Tamper!
Enter ID: _ _ _
```

tamper condition had occurred…

This message will only appear when the tamper condition has been restored. The yellow "trouble" light on the keypad will also turn off.

1. This message can only be cleared during a service call in the following manner.
2. The main panel cabinet must be opened to activate the 'tamper sensor'
3. The system will generate a tamper alarm; the authorized user must first silence this.
4. Next, the Service user ID and Pin must be entered followed by the ID and Pin of the authorized user.

This screen message will display to prompt for the master authority user to enter their ID and Pin.

```
2nd Service User
Enter ID: _ _ _
```

After the reset procedure has been completed, the system Status can be checked to ensure that the only tamper condition still displaying is the open main panel cabinet.

5. Close the main panel cabinet to secure the tamper sensor.

Arming / Disarming Conditions

If at the time of arming, certain system faults are present, arming will be blocked.

The red armed light on the keypad will only stay on for 30 seconds from the time of any arming. This is to prevent the condition of the system from being easily visible.

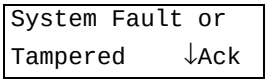
To view the armed state of the system, log in from the "Enter ID:" screen. If all areas are ON this screen will display:

```
All on     Menus ►
↓Off  ↓Stay
```

If one or some areas are armed this screen will display:

```
Partially Armed ►
↓Off  ↓Stay
```

If a trouble condition occurred since the last arming, this screen will display on disarming…



When this screen is acknowledged (Ack) the problem condition can only be seen by checking system Status. If fault conditions are present, than arrangements should be made to have them corrected.

Checking Status and Controlling Items

Status and Control Features

Using an LCD keypad, you can:

- Check the status of various items in the system and view the present arming-level of desired area(s).
- Bypass faulty sensors to allow arming the system and/or specific area(s);
- Command doors to Unlock, relock, or change operating characteristics;
- Use the function keys to perform pre-programmed signalling and/or switching functions.

Tip: The status of most items can be viewed on an area-by-area basis, and the arming-level of each area is also displayed;

Note: Additional status screens (Comms, Modem, and Licns) are accessible by a service technician (i.e., service login). These pertain to service issues which are not pertinent to this guide.

Using the Function Keys

LCD keypads provide 10 function keys that can perform various signalling and/or switching functions (as set up by your service technician).

Function Key Reference: For a list of what your function keys have been programmed to do, refer to "System Information" in the reference section near the back of this guide.

To use function key 1, 2, 3, 4, or 5, simply press and hold the ƒ key, and press the desired number at the same time.

For function keys 6, 7, 8, 9, and 0, a user with function-key authority may need to be logged in to allow using these function keys.

This requirement is set on an area-by-area basis.

To log in, open the keypad cover, and key in your user ID number and/or PIN number as indicated on the display.

```
Welcome
Enter ID: ___
```

```
Your Name
Enter PIN: ____
```

Then press and hold the ƒ key, and press the desired number at the same time.

Checking the System Status
(monitored conditions for a panel)

The system status feature shows the status of all conditions (tamper, low battery, etc.) that are being monitored for the panel associated with your keypad.

These items may also be referred to as "Equipment" settings, or "Pseudo-Points".

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: ___
```

Select ► to access other functions.

```
Push ► for menus
      ↓Stay  ↓On
```

Select **Yes** to view Status.

```
View Status?
↓Yes  ↓No
```

Select **System.**

```
View status of:
↓System  ↓Points
```

Use the "?" selection to scan through the listed items.

```
Status Item
                ↓?
```

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

For details on the possible status messages, refer to "Error Messages and Trouble Indications" in the reference section near the back of this guide.

Checking the Status of Sensors (Points) and Areas

The Points-status feature allows checking the status of sensors in the system (and viewing the arming-level for areas).

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

Select ► to access other functions.

```
Push ► for menus
      ↓Stay  ↓On
```

Select **Yes** to view Status.

```
View Status?
↓Yes  ↓No
```

Select **Points.**

```
View status of:
↓System  ↓Points
```

Select the desired topic:

```
AreaName.....Off
↓Pts  ↓Next  All↓
```

- **Pts:** Points (sensors) in the displayed area;
- **Next:** Show the next area;
- **All:** All points regardless of area.

When a point/sensor is displayed, you'll have these options:

```
xxx:  Sensor Name
Status ↓Bypass  ↓?
```

- "►": Press this key to scan through the sensors (points) in the system (or the selected area);
- **Bypass / Delbyp:** Select **Bypass** to have the system ignore the sensor (or "**Delbyp**" to remove a "Bypass" that is in effect).
  Also see: Bypassing a faulty sensor, to follow.
- "▪" / "**?**": "▪" shows the area for the point. "**?**" jumps to the next point that is not OK.

Bypass appears only for points that are bypassable.

To bypass a sensor, the area cannot be armed (On).

If all points are OK, you will see an "All Secure" message.

```
All points in
area are secure
```

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Bypassing a Faulty Sensor

If the system (or a specific area) needs to be armed with a faulty or tripped sensor, you must bypass the specific sensor.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Select ► until Bypass appears on the display. Then, select **Bypass**.

```
Menu Options ◄ ►
↓Bypass ↓History
```

To bypass a sensor, the area cannot be armed (On).

You can also bypass sensors through the Points-status screens (see the preceding topic for details).

Select the desired topic:

```
AreaName.....Off
↓Pts  ↓Next  All↓
```

- **Pts:** Bypassable points (sensors) in the displayed area;
- **Next:** Show the next area;
- **All:** All bypassable points in all areas.

When a point/sensor is displayed, you'll have these options:

```
xxx:  Sensor Name
Status ↓Bypass  ↓?
```

- "►": Press this key to scan through the sensors (points) in the system (or the selected area);
- **Bypass / Delbyp:** Select **Bypass** to have the system ignore the sensor (or "**Delbyp**" to remove a "Bypass" that is in effect).
- "▪" / "**?**": "▪" shows the area for the point. "**?**" jumps to the next point that is not OK.

If all bypassable points are secure, you will see a related message.

```
No bypassable
points insecure
```

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Checking Status or Controlling Readers or Doors

The Door status screens allow persons with the appropriate authority to:

- Check the status of doors in the system (or specific areas);
- Command doors to unlock, relock, or change operating characteristics.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

Select ► to access other functions.

```
Push ► for menus
      ↓Stay  ↓On
```

Select **Yes** to view Status.

```
View Status?
↓Yes  ↓No
```

Press ►, and then select **Doors**.

```
View status of:
↓Doors  ↓Condo
```

(Condo: Suite Security)

Select the desired topic:

```
AreaName.....Off
↓Door  ↓Next All↓
```

- **Door:** For doors in the displayed area;
- **Next:** Show the next area;
- **All:** All doors regardless of area.

Now select **Door**, or **Readers**, as desired:

```
D0x:  Door Name
↓Door  ↓Readers
```

- "►": Press this key to scan through the doors in the system (or the selected area);
- **Door:** Door status, or commands to unlock or relock the door, or lockout (or reinstate) all cards;
- **Readers:** Indicates the reader modes in effect, and lets you change the reader mode (e.g., Card+PIN, dual custody, etc.).

If you selected **Door**, the door state will be shown, and you'll have these options:

```
D0x:  Door Name
↓DoorState      ?↓
```

- "►": Press this key to scan through the doors in the system (or the selected area);
- **Select the door state:** Then, you can use the ◄ ► keys to access a command (and press the key under the command to select it);
- "▪" / "**?**": "▪" shows the area for the door. "**?**" jumps to the next door that is not OK.

If you selected **Readers**, the reader mode will be shown, and you'll have these options:

```
D0x:  Area Name
↓Cmd      RdrModes
```

- "►": Press this key to view the second reader for the selected door (if applicable);
- **Cmd:** Provides access to the reader mode selections that follow.

Your **Cmd** choices are shown below:

```
R0x:  Area Name
↓Mode ↓Card ↓Lock
```

- **Mode:** Access modes including "Normal", "Dual Custody" (two users/access cards needed to enter), and "Escort" (a user identified as a "Escort" must present their card first, then a 2nd person w/valid card);
- **Card:** This includes various card-mode selections (i.e., card and/or UID and PIN);
- **Lock:** This allows you to lockout or reinstate card-access at this reader.

To return to the main screen (log out), press the (**×**) key a few times, or let the system time-out (1 minute).

Checking the Status of a Suite Security Unit (Condo)

(Suite Security/Multi-Tenant Keypad)

For systems that include Suite Security (multi-tenant) keypads, the MONITOR ISM Director software is **required** to set up the system. Due to the complexity of a typical Suite Security installation, it is also recommended that suite security status be checked only through the software.

Each 'suite security' keypad pertains to an individual multi-tenant suite or other self-contained space. As such, arm/disarm functions are provided only through the suite security keypads themselves.

UL / ULC Listed Installations: Suite Security LED keypads have not been tested for UL or ULC listing.

Checking the Status or Controlling an Elevator Reader

For systems that include elevators, the "Status" menus will include an "Elev" selection for elevators and their associated readers. The available selections will be the same as for standard readers, as described in the preceding section.

Attention: All floor status and control functions are available only through the MONITOR ISM Director software. As such, it is recommended that **all** elevator reader status and control tasks be performed through the software as well.

Exception: Checking a specific aspect of an elevator reader can be performed through the keypad (such as checking if it is in Card Plus PIN mode), but you will have to log in at an operator workstation to see if the floors are secure.

UL / ULC Listed Installations: UL and ULC testing is pending on elevator (lift) controllers and related features.

Checking the Status of an Application Module (Printer)

You can check the status of any "application" modules in the system. (An application module provides increased functionality such as Printer capability.)

POD (definition): "Module" - a controller that e.g. connects a Printer to the system.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Select ► to access other functions.

```
Push ► for menus
      ↓Stay  ↓On
```

3. Select **Yes** to view status.

```
View Status?
↓Yes  ↓No
```

4. Select **App** to view status of an application module.

```
Status of? ◄ ►
↓Points   ↓App
```

5. Select **Yes** to view the status of the indicated module (e.g. "**HSC**" for Printer), or use the ► key to select another module.

```
ModuleName/Type ►
↓Yes  ↓No
```

6. Select **HSC** and then **Printer** to view the status of the Printer.

```
Pod Status . . . .
↓Printer
```

The status screen will indicate if the system device is Ok or disabled and any device related information.

```
PRN(printer):OK
POD:OK
```

Select **Next** to view status of the next module.

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Administration and Maintenance Tasks

Changing Your Own PIN

The person who is logged in can change their PIN number at any time.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Press ► to scroll to the PIN option.

```
Push ► for menus
      ↓Stay  ↓On
```

3. Select **PIN** to change your PIN.

```
Menu Options ◄ ►
↓PIN  ↓Users
```

4. Enter your new 4-digit or 5-digit PIN.

```
New PIN _ _ _ _
For User: UID#
```

Hint: You can use the letters on the keypad to 'spell' a word as a reminder of your PIN.

Re-enter the new PIN a second time when prompted for this (this helps to protect against typing errors).

Note: The last two digits of the PIN can **not** be identical. Do not use consecutive numbers such as 1234. For security reasons, duplicate PINs are not allowed on systems with a PIN only user code. If the message "PIN not allowed" appears, select a different PIN.

The "PIN changed" screen displays and then returns to the system standby screen.

```
PIN Changed
```

Adding a User to the System

New users can be added to the system as needed.

User (Definition): A person who can use system keypads, and/or gain entry at access-controlled doors.

Steps:

1. Log into the keypad by entering your user ID and/or PIN as indicated on-screen.

```
Welcome
Enter ID: _ _ _
```

2. Press ► until "Users" appears, & select **Users**.

```
Menu Options ◄ ►
↓PIN    ↓Users
```

3. Enter an available user number (and select **Ok**), **or** select **Ok**, and then press ► until a user number appears with "Add" (instead of Edit and Delete).

```
0xx Select User
↓OK
```

Select **Add**.

```
0xx ►
↓Add
```

?: In this screen, "**?**" pertains to systems with Suite Security keypads (allows viewing the user-to-suite assignments for your selected user number). **Note:** Suite-to-user assignments can only be set up through the MONITOR ISM Director software.

Refer to the details that follow while working with any of the listed topics:

Aut: Use the **Next** and **Prev**(ious) buttons to select an authority profile for the user. (Select **Ok** when finished).

```
0xx   AuthProfile
↓Ok  ↓Next ↓Prev
```

This determines what doors the user can enter (and at what time of day), and the tasks they will be able to perform at system keypads. **Cannot be Undfnd**.

User authority profiles themselves are normally set up by your service technician (service PIN needed).

System / Suite (Condo): For systems with Suite Security keypads, this screen allows accessing the **System** authority screen (same as **Aut**, above), and the **Suite** authority screen.

```
0xx   UserName
↓System ↓Condo
```

```
0xx   AuthProfile
↓Ok  ↓Next ↓Prev
```

Tip: Press ✖ if you do not want to use this screen.

Use the **Next** and **Prev** buttons to select an authority profile for the user. (Select **Ok** when finished).

Suite Authority of "Undfnd": This is a reserved suite user (that can be edited by a user with suite "Master" authority).

Suite-to-user assignments can only be set up through the MONITOR ISM Director software.

More: Provides access to additional screens.

Name: Use the keypad to enter the user's name, and select **Ok** when finished.

```
_ . . . .
↓OK
```

> **Tip:** Check the letters on the numeric keypad. Then, for each letter of the name, quickly press the specific key until the letter appears (e.g., pressing **2** yields 2, A, B, C; **0** provides 0, Z, <space>, Q, etc).
>
> To move to the next letter-position, use the ► key, or wait 2 seconds. To retype a previous letter, use the ◄ ► keys, and then enter the letter as before.

Card: Enter the version number (if applicable), and the access-card/token number for this user, and select **Ok** when finished.

```
0xx UserName
↓OK vv_nnnnnnnnn
```

> If card-access (entry at controlled doors) does not apply, leave the card number as "000000000".
>
> Version number support is typically set up by your service technician (service PIN needed).
>
> Firmware revisions needed for 9-digit card IDs, or cards with version numbers: Panel firmware ≥**V3.2**, and door/elevator controller firmware ≥**V1.5**.

PIN: This allows setting or changing the **P**ersonal **I**D **N**umber for this user. (You'll be asked to enter it twice--to help protect against typing errors.)

```
New PIN  - - - -
For User     0xx
```

> The last two digits of the PIN must be different. Also, do **not** use consecutive numbers such as 1234.

Lang / Chal: This screen allows setting the LCD language for this user, and whether or not the "physically-challenged" unlock times and door-held-open times apply to this user.

```
0xx..Lng:Eng.C:N
↓OK ↓Lang ↓Chal
```

Select **Lang** to 'toggle' the language, or **Chal** to 'toggle' the "Challenged" setting. When finished, select **Ok**.

> Watch the screen for the settings to change. (You will remain in this same screen.)

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Viewing or Changing Settings for a User

For an existing user, you can view or edit their settings as desired.

> User (Definition): A person who can use system keypads, and/or gain entry at access-controlled doors.

Steps:

1. Log into the keypad by entering your user ID and/or PIN as indicated on-screen.

```
Welcome
Enter ID: _ _ _
```

2. Press ► until "Users" appears, & select **Users**.

```
Menu Options ◄ ►
↓PIN     ↓Users
```

3. Enter the specific user number (and select **Ok**), **or** select **Ok** first, and then press ► until the desired user appears on-screen.

```
0xx Select User
↓OK
```

Select **Edit**.

```
0xx ► UserName
↓Edit ↓Delete ↓?
```

> **?**: In this screen, "**?**" pertains to systems with suite security keypads (allows viewing the user-to-suite assignments for your selected user number). **Note:** Suite-to-user assignments can only be set up through the MONITOR ISM Director software.

Refer to the details that follow while working with any of the listed topics:

More: Provides access to additional screens.

Card: Enter the version number (if applicable), and the access-card/token number for this user, and select **Ok** when finished.

```
0xx UserName
↓OK vv_nnnnnnnnn
```

> If card-access (entry at controlled doors) does not apply, leave the card number as "000000000".
>
> Version number support is typically set up by your service technician (service PIN needed).
>
> Firmware revisions needed for 9-digit card IDs, or cards with version numbers: Panel firmware ≥**V3.2**, and door/elevator controller firmware ≥**V1.5**.

PIN: This allows setting or changing the **P**ersonal **I**D **N**umber for this user. (You'll be asked to enter it twice--to help protect against typing errors.)

```
New PIN  - - - -
For User     0xx
```

The last two digits of the PIN must be different. Also, do **not** use consecutive numbers such as 1234.

Name: Use the keypad to enter the user's name, and select **Ok** when finished.

```
UserName . . . .
↓Ok
```

Tip: Check the letters on the numeric keypad. Then, for each letter of the name, quickly press the specific key until the letter appears (e.g., pressing **2** yields 2, A, B, C; **0** provides 0, Z, <space>, Q, etc).

To move to the next letter-position, use the ► key, or wait 2 seconds. To retype a previous letter, use the ◄ ► keys, and then enter the letter as before.

Aut: Use the **Next** and **Prev** buttons to select an authority profile for the user. (Select **Ok** when finished).

```
0xx  AuthProfile
↓Ok  ↓Next ↓Prev
```

This determines what doors the user can enter (and at what time of day), and the tasks they will be able to perform at system keypads.

Setting this as **Undfnd** will delete the user!

User authority profiles themselves are normally set up by your service technician (service PIN needed).

System / Condo (Suite)**:** For systems with suite security keypads, this screen allows accessing the **System** authority screen (same as **Aut**, above), and the **Condo** (Suite) authority screen.

```
0xx UserName
↓System ↓Condo
```

```
0xx  AuthProfile
↓Ok  ↓Next ↓Prev
```

Tip: Press ✖ if you do not wish to use this screen.

Use the **Next** and **Prev** buttons to select an authority profile for the user. (Select **Ok** when finished).

Condo (Suite) **Authority of "Undfnd":** This is a reserved suite user (that can be edited by a user with suite "Master" authority).

Suite-to-user assignments can only be set up through the MONITOR ISM Director software.

Lang / Chal: This screen allows setting the LCD language for this user, and whether or not the "physically-challenged" unlock times and door-held-open times apply to this user.

```
0xx..Lng:Eng.C:N
↓Ok  ↓Lang ↓Chal
```

Select **Lang** to 'toggle' the language, or **Chal** to 'toggle' the "Challenged" setting. When finished, select **Ok**.

Watch the screen for the settings to change. (You will remain in this same screen.)

To return to the main screen (log out), press the (✖) key a few times, or let the system time-out (1 minute).

Deleting a User

Users can be deleted from the system when necessary.

To allow tracking card-usage, you can alternatively leave the user in the system, but set them to an authority profile that provides **no** access to doors or keypads. (See the preceding topic for more info.)

Note: Setting the authority to "undefined" will delete the user (equivalent to selecting **Delete**).

Steps:

1. Log into the keypad by entering your user ID and/or PIN as indicated on-screen.

```
Welcome
Enter ID: _ _ _
```

2. Press ► until "Users" appears, & select **Users**.

```
Menu Options ◄ ►
↓PIN     ↓Users
```

3. Enter the specific user number (and select **Ok**), **or** select **Ok** first, and then press ► until the desired user appears on-screen.

```
0xx Select User
↓OK
```

With the desired user on-screen, select **Delete**.

```
0xx ► UserName
↓Edit ↓Delete ↓?
```

Then, select **Yes** to delete the user, or

```
Del?
↓Yes  ↓Cancel
```

select **Cancel** if you changed your mind.

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Setting the Date and Time

The panel date and time can be set through an LCD keypad if necessary.

"Service Test" authority is required to set the date and/or time.

For a reference of the dates to automatically switch between standard time and daylight-savings time, refer to "Holidays and Time-Change Dates" (in the Reference section).

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Press ► until "Time" appears, and then select **Time**.

```
Menu Options ◄ ►
↓Test ↓Time
```

3. Enter current Date and Time.

```
Date  YY-MM-DD
Time  HH:MM  ↓Ok
```

Watch the flashing cursor as you enter the year, month, day, hours, and minutes (2 digits each).
When finished, select **Ok**.

Enter the hours as 00-23 (24-hr. clock).

You can use the (◄ ►) **keys** to scroll back or forward within the date or time if needed.

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Viewing the History

All activity that occurs in the system can be viewed one event at a time. This includes area/door activity, as well as the tasks that users have performed at a keypad.

Depending on your system type and licensing, up to 65 536 events will be recorded.

Viewing an area's history requires authority for that area.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Press ► until "History" appears. Select **History**.

```
Menu Options ◄ ►
↓Bypass ↓History
```

3. Select **All** for a complete list, or **Category** for history pertaining to an Area, Condo (Suite) keypad, or Application module (e.g., Printer).

```
View History of:
↓All  ↓Category
```

4. If you selected Category, select your desired topic (such as by **Area**). (Condo: Suite Security)

```
View History of:
↓Area ↓Condo ↓App
```

If you selected "All" the area or other item associated with each event will be shown on-screen.

If you selected by Area, the arming-level for the first area will be shown, and you can select:

```
AreaName.....Off
↓Hist ↓Next Area
```

- **Hist:** Shows the log of events for the displayed area;
- **Next Area:** Jumps to the next area.

To cycle through the History press the (◄►) **right or left arrow** keys. For more details about this event select **"..."**.

```
xxx ►  1:23pMar
Event          ...↓
```

Press either key to continue viewing the History.

"T/L" next to the time indicates that the date/time had not been set when the event occurred.

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Printing the History Log

If your system includes a printer-capable module, you can print the history log. (This will be sorted by date).

Depending on your system type and licensing, up to 65 536 events will be recorded.

Steps:

1. Ensure the printer is turned on, and has paper loaded.
2. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

3. Press ► until "History" appears. Select **History**.

```
Menu Options ◄ ►
↓Bypass ↓History
```

4. Then, select **Category**.

```
View History of:
↓All  ↓Category
```

5. Now, select **App** to access the module with printer functions.

```
View History of:
↓Area ↓Condo ↓App
```

6. Select **SMA** (SMART) or **HSC** to access the module associated with the printer.

```
Menu Option
↓SMA   ↓HSC
```

7. Select **Printer** to access the printer menu.

```
Select Option...
↓Printer  ↓Lang
```

Select from the available choices as needed:

```
Printer On-Line
↓Pause ↓Cnc ↓Plog
```

- **Start:** Enables the printer (if required).
- **Pause / Resume:** Pauses or resumes a printout;
- **Cncl:** Cancels a printout. **Tip:** You may also need to turn the printer off to clear its memory.
- **Plog:** Prints the entire history log.

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Changing the Printed History Language

You can change the language for the printed history log when needed.

Supported languages will depend on your system firmware revision and/or the version of your MONITOR ISM Director software.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

2. Press ► until "History" appears. Select **History**.

```
Menu Options ◄ ►
↓Bypass ↓History
```

3. Then, select **Category**.

```
View History of:
↓All  ↓Category
```

4. Now, select **App** to access the module with printer functions.

```
View History of:
↓Area ↓Condo ↓App
```

5. Select **SMA** (SMART) or **HSC** to access the module associated with the printer.

```
Menu Option
↓SMA   ↓HSC
```

6. Select **Lang** to change the printing language for this application module.

```
Select Option...
↓Printer  ↓Lang
```

The present printed language will be indicated on the first line under "LANG".

Select **Change** if/as needed. (Select **Ok** when finished.)

```
Lang: Language
↓Ok  ↓Change
```

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Testing Monitored Sensors (Performing a Walk Test)

A **Walk Test** allows you to test specific sensors (points) in the system, to ensure that they are functioning correctly.

A walk test can be done by users with "System Test" authority.

A walk test must be completed within 15 minutes.

Emergency points (i.e. smoke, fire alarm, panic, etc.) on a Monitored system display as Armed and should **not** be tested during a Walk Test. The monitoring station must be contacted if these points are to be tested. When tested successfully, Emergency points will indicate PASS and Armed will change to Alarm.

"Pass" indicates that a point is functioning correctly (i.e. the sensor is operating properly), while "Fail" indicates that a problem may exist with that point or that the point was not tripped.

All points except Emergency points may be bypassed during the Review for convenience, but arming the system with a bypass reduces system security.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

Press ► until "Test" appears, and select **Test**.

```
Menu Options ◄ ►
↓Test  ↓Time
```

Select **Area**.

```
Test?
↓Area  ↓System
```

Now, choose one of:

```
AreaName.....Off
↓Test ↓Next Area
```

- **Test:** To test the displayed area;
- **Next Area:** To jump to the next area.

Select **Walk** to perform a Walk Test of this area.

```
Select test type
↓Walk ↓Holdup
```

At this time you are free to test the points in the selected area (i.e. open doors, trigger motion sensors, etc.).

The walk test must be completed within 15 minutes.

After activating points in the tested area, return to the keypad and select **Review** to view the results of the Walk Test.

```
Area in walk test
↓Review ↓End
```

The tested points and the results (Pass/Fail) will be displayed.

```
xxx ►   ItemName
Status        ...↓
```

Press the "**...**" key to view all points that passed during the test. Alternatively, you can use the ◄ ► keys to display the results of all points in the area.

Select **End** when finished viewing results. Now, you can select another area to test, or press the (**×**) key a few times to log out.

Testing Panic Buttons (Performing a Holdup Test)

A **Holdup Test** allows you to test "holdup" points in the system, to ensure that they are functioning correctly.

A holdup test can be done by users with "System Test" authority.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

Press ► until "Test" appears, and select **Test**.

```
Menu Options ◄ ►
↓Test  ↓Time
```

Select **Area**.

```
Test?
↓Area  ↓System
```

Now, choose one of:

```
AreaName.....Off
↓Test ↓Next Area
```

- **Test:** To test the displayed area;
- **Next Area:** To jump to the next area.

Select **Holdup** to perform a 'holdup' test of this area.

```
Select test type
↓Walk ↓Holdup
```

At this time you are free to Test the Holdup points in the selected area (i.e. depress panic alarms, etc.).

When activating hold-up points in the tested area, the system will emit a chime when the hold-up points are activated, if functioning correctly. If no chime is emitted when testing the points, you may need to investigate further.

Select **End** when finished viewing and/or to select another area to test.

```
Trip holdup pts!
↓End
```

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Testing Sirens (System Test)

A **System Test** allows you to test the entire system to ensure security components are functioning properly (sirens, etc.).

UL Listed Systems: This test must be done at least once per week for UL listed systems.

Steps:

1. Enter your user ID and/or PIN to log into the keypad.

```
Welcome
Enter ID: _ _ _
```

Press ► until "Test" appears, and select **Test**.

```
Menu Options ◄ ►
↓Test  ↓Time
```

Now, select **System**.

```
Test?
↓Area  ↓System
```

All Sirens will sound for 5 seconds and all LEDs will light to indicate that the system is functioning correctly.

During the system test, this message will appear.

```
System Testing
ChxSum [xxxxx]
```

The ChxSum message can be ignored.

To return to the main screen (log out), press the (×) key a few times, or let the system time-out (1 minute).

Reference Topics

System Information (Areas, Authorities, etc.)

Your MONITOR ISM system has information specific to your installation. This information should be recorded below upon installation for each panel.

Contact Information and Basic Settings

Service Representative:

_____

_____

_____

Phone Number for the Central Monitoring Station:

_____

Your System Number:

_____

Areas:

Area 1: _____

Area 2: _____

Area 3: _____

Area 4: _____

Area 5: _____

Area 6: _____

Area 7: _____

Area 8: _____

Area 9: _____

Area 10: _____

Area 11: _____

Area 12: _____

Area 13: _____

Area 14: _____

Area 15: _____

Area 16: _____

System Configuration Aspects:

Programmed Entry and Exit Delays:

Entry Delay:_____ Exit Delay:_____

Misc Topics:

	Yes	No
Duress PIN entry supported	☐	☐
Entry Delay in Stay	☐	☐
Arm to Stay on Fail to Exit	☐	☐
Terminate Exit Delay	☐	☐
Alarm on Fail to Exit	☐	☐

Emergency Keys that are Available:

	Yes	No
Fire	☐	☐
Police	☐	☐
Emergency (non medical)	☐	☐

Function Key Reference

The Function key (ƒ) is pressed and held in conjunction with the number keys for customized functions.

Note: Function keys are not active until configured by a service technician.

Function keys 1 – 5 can be used by anyone. Function keys 6, 7, 8, 9 and 0 may require a user (with function key authority) to be logged into the keypad. (This is configurable on an area-by-area basis.)

Function key Assignments:

ƒ + 1 = _____

ƒ + 2 = _____

ƒ + 3 = _____

ƒ + 4 = _____

ƒ + 5 = _____

(also turns "chime" on and off)

ƒ + 6 = _____

ƒ + 7 = _____

ƒ + 8 = _____

ƒ + 9 = _____

ƒ + 0 = _____

Chime: Pressing ƒ and **5** simultaneously always toggles the "Chime" feature on and off, and this function key sequence can also be programmed for an additional function if desired.

The "Chime" feature pertains to LCD keypads emitting tones when a perimeter door is opened (while the area is armed to "Stay")--to alert the person(s) inside that someone has entered.

Schedules for User Access and System Automation

About Schedules

Schedules are customizable time-windows that can:

- Allow areas to 'open' (disarm), and 'close' (arm) automatically;
- Set times when authorized entrants will be able to enter assigned areas;
- Allow doors to unlock and relock automatically.

For each schedule, the focus is on the separate time-intervals to be used throughout the workweek, and the days that each one applies. Each interval generally pertains to any unique time-span within the schedule to be applied throughout the workweek as needed. Each schedule can contain up to **6** unique time intervals to be applied to any or all weekdays as necessary.

Up to **50** schedules can be defined as necessary.

Once defined, schedules can be assigned to areas, readers/doors, and user authority levels. This is done when the system is being set up.

A '24 hr' schedule is not needed ('24 hr' can be selected directly instead of assigning a schedule).

Different schedules can be set to take effect on holidays. This will typically involve schedules that are reserved for use with holidays.

(Information on holidays appears in a following section.)

Tip: Photocopy the tables on the following pages as necessary for your defined number of schedules.

Schedule	Int	Start	Stop	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	_____	_____	☐	☐	☐	☐	☐	☐	☐
— _____	2	_____	_____	☐	☐	☐	☐	☐	☐	☐
	3	_____	_____	☐	☐	☐	☐	☐	☐	☐
	4	_____	_____	☐	☐	☐	☐	☐	☐	☐
	5	_____	_____	☐	☐	☐	☐	☐	☐	☐
	6	_____	_____	☐	☐	☐	☐	☐	☐	☐
	Schedule for type 1 Holidays: _____			Schedule for type 2 Holidays: _____			Schedule for type 3 Holidays: _____			

Schedule	Int	Start	Stop	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	_____	_____	☐	☐	☐	☐	☐	☐	☐
— _____	2	_____	_____	☐	☐	☐	☐	☐	☐	☐
	3	_____	_____	☐	☐	☐	☐	☐	☐	☐
	4	_____	_____	☐	☐	☐	☐	☐	☐	☐
	5	_____	_____	☐	☐	☐	☐	☐	☐	☐
	6	_____	_____	☐	☐	☐	☐	☐	☐	☐
	Schedule for type 1 Holidays: _____			Schedule for type 2 Holidays: _____			Schedule for type 3 Holidays: _____			

Schedule	Int	Start	Stop	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	______	______	☐	☐	☐	☐	☐	☐	☐
__ __________	2	______	______	☐	☐	☐	☐	☐	☐	☐
	3	______	______	☐	☐	☐	☐	☐	☐	☐
	4	______	______	☐	☐	☐	☐	☐	☐	☐
	5	______	______	☐	☐	☐	☐	☐	☐	☐
	6	______	______	☐	☐	☐	☐	☐	☐	☐
	Schedule for type 1 Holidays: ______			Schedule for type 2 Holidays: ______			Schedule for type 3 Holidays: ______			

Schedule	Int	Start	Stop	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	______	______	☐	☐	☐	☐	☐	☐	☐
__ __________	2	______	______	☐	☐	☐	☐	☐	☐	☐
	3	______	______	☐	☐	☐	☐	☐	☐	☐
	4	______	______	☐	☐	☐	☐	☐	☐	☐
	5	______	______	☐	☐	☐	☐	☐	☐	☐
	6	______	______	☐	☐	☐	☐	☐	☐	☐
	Schedule for type 1 Holidays: ______			Schedule for type 2 Holidays: ______			Schedule for type 3 Holidays: ______			

Schedule	Int	Start	Stop	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	______	______	☐	☐	☐	☐	☐	☐	☐
__ __________	2	______	______	☐	☐	☐	☐	☐	☐	☐
	3	______	______	☐	☐	☐	☐	☐	☐	☐
	4	______	______	☐	☐	☐	☐	☐	☐	☐
	5	______	______	☐	☐	☐	☐	☐	☐	☐
	6	______	______	☐	☐	☐	☐	☐	☐	☐
	Schedule for type 1 Holidays: ______			Schedule for type 2 Holidays: ______			Schedule for type 3 Holidays: ______			

Schedule	Int	Start	Stop	Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	______	______	☐	☐	☐	☐	☐	☐	☐
__ __________	2	______	______	☐	☐	☐	☐	☐	☐	☐
	3	______	______	☐	☐	☐	☐	☐	☐	☐
	4	______	______	☐	☐	☐	☐	☐	☐	☐
	5	______	______	☐	☐	☐	☐	☐	☐	☐
	6	______	______	☐	☐	☐	☐	☐	☐	☐
	Schedule for type 1 Holidays: ______			Schedule for type 2 Holidays: ______			Schedule for type 3 Holidays: ______			

Holidays and Time-Change Dates

About Holidays

Holidays are defined dates that:

- Automatically change the system time between Daylight Savings Time and Standard Time on the applicable days (H001 & H002), **or**;
- Are treated as being either 'after-hours' for the entire holiday, or days for which different schedule times will apply.

Thirty 'holidays' are supported, in addition to 'Holiday 1' and 'Holiday 2' which are reserved as the (optional) dates to switch between 'Daylight-Savings' and 'Standard Time' respectively.

Reminder: "Spring ahead" for 'Daylight-Savings', "fall back" for 'Standard Time'.

Note: Users with "24 hr" authority can enter on holidays (if they also have the appropriate 'disarm' authority).

Photocopy and/or fill in the holiday list for your MONITOR ISM system:

#	Holiday (Name, Date, Type)
1	Daylight-Savings (Optional)
2	Standard Time (Optional)
3	_____
4	_____
5	_____
6	_____
7	_____
8	_____
9	_____
10	_____
11	_____
12	_____
13	_____
14	_____
15	_____
16	_____

#	Holiday (Name, Date, Type)
17	_____
18	_____
19	_____
20	_____
21	_____
22	_____
23	_____
24	_____
25	_____
26	_____
27	_____
28	_____
29	_____
30	_____
31	_____
32	_____

Authority Levels (Profiles) for Users

About Authority Levels

Authorities determine the features that groups of alarm panel users will be able to use, and when and where they can use their access card to enter controlled areas. Up to **100** user-authorities can be set up (through a system keypad), with each one containing up to **4** 'profiles' of settings—allowing a different set of authorities to be assigned to different areas, or groups of areas in the facility.

With the MONITOR ISM Director software: Up to **1000** user-authorities can be defined (depending on the software version and licensing).

Floor Authority vs. Panel Firmware: Panel firmware ≥**V3.2** (recommended for systems with elevators) supports 4 sets of floors, with a schedule for each set. **V3.0x** panel firmware supports one floor profile, with scheduling only as set indirectly (via area profile schedule below, plus schedules set during configuration of the areas, readers, elevators, and floors).

Legend: **O/S/O** = For Off/Stay/On arming levels; **Days/PM** = During vs. outside of schedule.

Photocopy the tables that follow to produce a reference for your defined user authorities.

Authority Level #, Name:				
User Ranges:		Auth. Ranges:		
Area Profile:	Sched:	Areas:		
Silence Alarms ☐	View Status ☐	View History ☐	Service Test ☐	Work Late ☐
Bypass (& Reinst) ☐	Auto-Remove ☐	System Test ☐	Function Keys ☐	Suspend Sched. ☐
Arm/Disarm to O/S/O Days ☐ ☐ ☐	Arm/Disarm to O/S/O PM ☐ ☐ ☐	Master Override ☐	Command Doors Days/PM ☐ ☐	Escort Authority ☐
Access O/S/O ☐ ☐ ☐	Entry via type A/B/C Doors (days) ☐ ☐ ☐	Entry via type A/B/C Doors (PM) ☐ ☐ ☐	Auto-Disarm (Current/All areas || to Off/Stay) Days: ☐ ☐ || ☐ ☐ PM: ☐ ☐ || ☐ ☐	
Panic Token ☐	W. Patient ☐	Reset W.P. Alarms ☐		
Floor Prof: | | | |	Sched: | | | | |	Floors: | | | |		

Authority Level #, Name:				
User Ranges:		Auth. Ranges:		
Area Profile:	Sched:	Areas:		
Silence Alarms ☐	View Status ☐	View History ☐	Service Test ☐	Work Late ☐
Bypass (& Reinst) ☐	Auto-Remove ☐	System Test ☐	Function Keys ☐	Suspend Sched. ☐
Arm/Disarm to O/S/O Days ☐ ☐ ☐	Arm/Disarm to O/S/O PM ☐ ☐ ☐	Master Override ☐	Command Doors Days/PM ☐ ☐	Escort Authority ☐
Access O/S/O ☐ ☐ ☐	Entry via type A/B/C Doors (days) ☐ ☐ ☐	Entry via type A/B/C Doors (PM) ☐ ☐ ☐	Auto-Disarm (Current/All areas || to Off/Stay) Days: ☐ ☐ || ☐ ☐ PM: ☐ ☐ || ☐ ☐	
Panic Token ☐	W. Patient ☐	Reset W.P. Alarms ☐		
Floor Prof: | | | |	Sched: | | | | |	Floors: | | | |		

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Override ☐</td><td>Command Doors
Days/PM ☐ ☐</td><td>Escort
Authority ☐</td></tr>
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Residential Fire Safety / Evacuation Plan

No fire detection system should be considered 100 percent foolproof.

This fire alarm system can provide early warning of a developing fire, Such a system, however, does not ensure protection against property damage, or loss of life resulting from a fire. Any fire alarm system can fail to warn for a number of reasons such as: smoke not reaching a detector that is behind a closed door.

When considering detectors for residential applications, refer to NFPA standard 72, "The National Fire Alarm Code", or the equivalent for your area.

The NFPA version is available at a nominal fee, from: The National Fire Protection Association, 1 Batterymarch Park, P.O. Box 9101, Quincy, MA 02269-9101.

Residential Installations

Adherence to the NFPA Standard 72 can lead to reasonable fire safety when the following items are practiced:

- **Minimize Hazards:** Avoid the three traditional fire killers--smoking in bed, leaving children home alone, and cleaning with flammable liquids.
- **Provide a Fire Warning System:** Most fire deaths occur in the home. The majority, during sleeping hours. The minimum level of protection requires working smoke detectors outside each separate sleeping area, and on each additional floor of the dwelling.

Notice: Never try to fight a large fire on your own, and never use water when dealing with a kitchen (grease) fire. (For a small grease fire, use baking soda, or a fire extinguisher that is approved for this.)

Practicing Fire Safety

Fire can grow and spread through your home very quickly. In a typical home fire, you may have as little as two minutes to escape from the time the smoke alarm sounds. Knowing how to use those minutes wisely can make a life-saving difference. That´s why home fire escape planning is so important. Developing and practicing a home fire escape plan will help you snap into action immediately if the smoke alarm sounds, so you can get out quickly and safety.

Escape Plan Guidelines:

- Make sure to have *at least* one smoke alarm on each level of the home and in or near each sleeping area. Test the alarms every month by pushing the test button, and replace the batteries once a year or when the alarm chirps, warning that the battery is low. (Note: Newer smoke alarms have a signal repetition pattern of three beeps, followed by a one and a half second pause.)
- When entering other buildings, including other people's homes, ask what type of emergency alarm system is in place. If it sounds, act immediately.
- **Draw a floor plan** of your home, marking all doors and windows, and the location of each smoke alarm. If windows or doors have security bars, equip them with quick-release devices.
- Locate two escape routes from each room. The first way out would be the door, and the second way out could be a window.
- As you exit your home, close all doors behind you to slow the spread of fire and smoke.
- If your exit is blocked by smoke or fire, use your second exit to escape. If you must escape through smoke, stay low and crawl under the smoke to safety. Smoke will rise to the ceiling, leaving cooler, cleaner air close to the floor. Crawl on your hands and knees, not belly, because heavier poisons will settle in a thin layer on the floor.

- If you live in a high-rise building, use the stairs — never the elevator — in case of fire.
- Choose a meeting place a safe distance from your home and mark it on the escape plan. A good meeting place would be a tree, telephone pole, or a neighbor's home. In case of fire, everyone should gather at the meeting place.
- Make sure the street number/address of your home is visible to firefighters.
- Memorize the emergency number of the local fire department. Once outside, call that number immediately from a nearby or neighbor's phone, or use a portable or cellular phone you can grab quickly on the way out.
- Practice your escape drill at least twice a year.
- NEVER go back inside a burning building!

Apartment buildings, dormitories, and high-rises

If you live in an apartment building or dormitory (up to four stories), make sure it's protected by building-wide fire detection and alarm systems, and check with your apartment manager to ensure that those systems are regularly tested and working properly.

If you live in a high-rise, count the number of doors between your apartment and the two nearest exits. If you discover fire, sound the fire alarm and call the fire department. Leave the area quickly, taking your key and closing all doors behind you. If the building has a voice enunciation system, follow its instructions precisely, unless doing so puts you in immediate danger. If fire or smoke blocks your exits, stay in your apartment and cover all cracks and vents (using wet towels, duct tape, linens, clothing, and so forth) where smoke could enter. Telephone the fire department, even if firefighters are already at the building, and tell them where you are. Signal to firefighters for help with a light cloth. If possible, open the window at the top and bottom, but be ready to shut the window immediately.

Messages for young children

To be safe from a fire in your home, you need three things:

1. Smoke Alarms: Make sure you have at least one smoke alarm on each level of your home. A smoke alarm makes a loud noise. When you hear a smoke alarm beep, it's telling you that there is smoke and you need to get out of your home.

Questions: How many of you have a smoke alarm in your home? Have you ever heard your smoke alarm? What does it sound like? Do you know what the smoke alarm is telling you?

2. A Home Fire Escape Plan: Make a home fire escape plan with your parents or the grown-ups in your home. You'll need two ways out of every room. One way out would be the door, and the second way out may be a window. After you make your plan, practice it!

3. A Meeting Place: Pick a place outside your home where everyone will meet after exiting. A good meeting place would be a tree, light or telephone pole, or mailbox.

Arming Station Reference

MONITOR ISM™ Arming Station (option)

The optional MONITOR ISM Arming Station allows many system tasks to be performed without having to login at the LCD Keypad. The following is an overview of the available commands.

For more information on entering at a controlled door and/or disarming the system, refer to the "Welcome" and "Alarm" chapters.

"Badge" refers to presenting your card or user-ID and PIN as if to gain entry at the specific door.

If badging with user-ID and/or PIN (i.e., no card/token), enter a single "#" to indicate the beginning of your ID/PIN digits.

Be sure to enter all digits of your user-ID and/or PIN (e.g., **0**23).

Command	Result
"badge"	*Unlock Door*

Example: Access area and unlock door without using card.

Enter "001 1234" for user 001 with pin 1234.

Command	Result
∗ *1 "badge"*	*Turn Area Off*

Example: Turn area off using User ID and PIN.

Enter "∗ 1 # 001 1234" for user 001 with PIN 1234.

Command	Result
∗ *1 0 "badge"*	*Turn all Areas Off*

Example: Turn all areas off using card.

Enter "∗ 1 0" and present card.

Command	Result
∗ *2 "badge"*	*Turn area to Stay*

Example: Turn arming station area to the "stay" arming-level using a card.

Enter "∗ 2" and present card.

Command	Result
∗ *3 "badge"*	*Turn area On*

Example: Arm arming station area using card.

Enter "∗ 3" and present card.

Command	Result
∗ *3 0 "badge"*	*Turn all Areas On*

Example: Turn all areas On using card.

Enter "∗ 3 0" and present card.

ENSURE ALL PROTECTION POINTS ARE SECURE WHEN ARMING AT THE ARMING STN

If arming to STAY or ON occurs while any number of non-bypassable protection points are insecure, the Arming Station will warn the user with audible and visual indications. The arming station will make a long buzz and the left and right lights will flash back and forth. This will also cause an alarm condition. The user must turn OFF, locate and correct the problem and attempt arming again. If the protection point is bypassable, it will be automatically bypassed when arming is done at the station. Unless specially programmed, all points except the entry/exit door ARE bypassable.

Command	Result
∗ *5 "badge"*	*Toggle between Lock Door and Unlock Door & Disarm area*

Example: Unlock locked door and disarm area using User ID and PIN.

Enter "∗ 5 # 001 1234" for user 001 with PIN 1234.

Command	Result
∗ *6 "badge"*	*Worklate in area for 2 hrs.*
∗ *6 n "badge"*	*Worklate in area for n hrs.*

Example: Extend schedule to Worklate for 2 additional hours using card.

Enter "∗ 6" and present card.

Example: Extend schedule to Worklate for 4 additional hours using User and PIN.

Enter "∗ 6 4 # 001 1234" for user 001 with PIN 1234.

Command	Result
∗ 7 “badge”	*Activate armed state LED display for approximately 20 seconds*

Command	Result
∗ 9 “badge”	*Silence alarm (in all areas)*

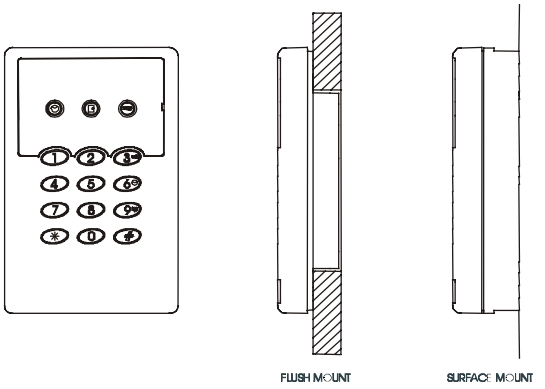
Example: Silence alarm in all areas using card.

Enter “∗ 9” and present card.

Command	Result
# #	*Cancels any keys entered*

MONITOR ISM Arming Station LEDs

The optional MONITOR ISM Arming Station has three LEDs to indicate door, system and arming status. The following list indicates the LED messages and audible results from the Arming Station. For detailed information on Keypad Tones, see *MONITOR Keypad Tones.*



Work-late and arming LEDs Alternating:
This may indicate that the arming station has been wired incorrectly.

Work Late LED

Solid yellow lit within 15 minutes to the scheduled closing time.

Off if the area is not scheduled or there are more than 15 minutes to the scheduled closing time.

Door State LED

Solid red if the door is locked.

Solid green if the door is unlocked.

Flashing red at disarming if there was an alarm in the area.

Armed LED

Solid green if the area is disarmed (Off).

Solid red if the area is set to the "Stay" arming-level (only the perimeter sensors being monitored).

Flashing red if the area is armed (On)

Tone/Siren	Result
Entry / Exit Tones	*Cadence similar to LCD keypad*
Fire Siren	*Cadence similar to LCD keypad fire siren*
Burglary Siren	*Continuous tone*
Bad Command	*Double short beeps*
Command Accepted	*Single long beep*
Not authorized to Perform Command	*Double long beep*

Wireless Keypad Reference

MONITOR ISM Wireless Keypad (option)

The optional MONITOR ISM Wireless Handheld Keypad allows system commands to be performed using the wireless keypad. Below is a list of the available Wireless Keypad commands, and their proper Key sequences.

"login" refers to entering your User ID and PIN.

Command	Result
"login" + command key +1	*Turns area fully Off*
Command	**Result**
"login" + command key +2	*Turns area to Stay*
Command	**Result**
"login" + command key +3	*Turns area fully On*
Command	**Result**
"login" + command key +4	*Performs a System Test*

All Sirens will sound for 5 seconds and all LEDs will light to indicate that the system is functioning correctly.

Command	Result
"login" + command key +9	*Clears or Silences Alarms*
Command	**Result**
"login" + function key +1 to 9	*Activates selected function key*
Command	**Result**
*	*Cancels any keys entered*

Error Messages and Trouble Indications

LCD Error Messages

The following section contains a comprehensive list of error messages that may appear on the LCD user log on screen for MONITOR ISM. The condition responsible for each message is indicated below.

Power Failure: AC Failure.

System Trouble: Main Panel Tamper, module Communications, module Substitution, module Tamper, Fuse Trouble.

Battery Trouble: Panel or module battery low voltage or missing/disconnected.

Phone Trouble: Phone Line Voltage Trouble.

Report Trouble: Digital Dialler Communications Trouble.

Area in Test: Walk Test or Holdup Test In-Progress.

Program Lost: Configuration Lost.

Program Error: Error in Configuration on Main Panel, Error in Configuration on module.

HSC Comms: Alarm Communications Trouble.

HH * MM: Configuration communications in progress (denoted by "*"). Times are normally denoted by a colon (":").

If a trouble condition persists, contact your local representative to service your system.

Trouble LED

The Trouble LED on the LCD panel may be activated when the following system conditions occur:

System Tamper, Battery Trouble, AC Failure (Flashing), Phone Line Trouble, Report Delay, Time Lost, Time Changed, Program Error, Fuse Trouble, module Trouble, module Program Error, Misc. (Test Failure), HSC Trouble.

System Status Trouble

The following conditions may appear when viewing the system status:

System Tampr,
LoNoBattery,
AC Failure,
No PhoneLine,
Report Delay,
Time Lost,
Time Change,
Program Edit,
Prog Error,
Fuse(s) Fail,
Pod Trouble,
Pod Battery,
Pod ProgEdit,
Pod ProgErr,
HSC (alarm communications) Trouble

"POD" refers to a "module". (Point expander, door controller, keypad, etc.).

If any of these trouble conditions persist, contact your local representative to service your system.

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